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ABSTRACT

This self-study and evaluation guide on workshop service is one of twenty-eight guides designed for organizations who are undertaking a self-study as part of the process for accreditation from the National Accreditation Council (NAC) for agencies serving the blind and visually handicapped. Provided are lists of standards to be appraised by the self-evaluation teams or the extent to which the organization meets the standards (excellent, satisfactory, adequate, poor, minimal, and not applicable). Areas of standards considered are planning for workshop services, workshop service personnel, service program, business practices, and evaluation. Throughout the guide, space is provided for written comments to be made, such as an explanation of a rating or why a standard did not apply. The concluding part of the guide provides six questions, which permit the agency to describe specific plans for improvement where the standards presently are not met, and further improvements where the standards are met. (Other accreditation guides are available--see note.) (JH)

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SELF-STUDY AND EVALUATION GUIDE

Workshop Services

NATIONAL ACCREDITATION COUNCIL
For Agencies Serving the Blind and Visually Handicapped

79 Madison Ave.
New York, N.Y. 10016

CE 019 453

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

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INSTRUCTIONS

Two steps should precede the use of this Section:

1. *Section A, Manual of Procedures*, should be read for an understanding of the overall framework and governing principles of the self-study and accreditation process.

2. *Section B, Agency and Community Profile*, should be reviewed, since it embraces the statement of the agency's philosophy of service and program objectives, an indispensable base for evaluation of its work.

All key personnel including members of the agency self-study committee should use this section of the *Self-Study and Evaluation Guide* in studying this aspect of its program.

In the parentheses ( ) preceding the standard, insert a symbol according to the following system to indicate the extent to which agency practice meets the standard.

E - *Excellent*. The agency meets the standard to the fullest extent and functions excellently in regard to it.

S - *Satisfactory*. The agency meets the standard to the fullest extent and functions well in regard to it; or meets the standard to a satisfactory extent (i.e., not full coverage) and functions excellently in regard to it.

A - *Adequate*. The agency meets the standard to a satisfactory extent and functions acceptably in regard to it.

P - *Partial*. The agency meets the standard to a satisfactory extent but functions poorly in regard to it; or it meets the standard to a partial extent but functions acceptably in regard to it.

M - *Minimal*. The agency meets the standard only to a partial extent and functions poorly in regard to it; or it makes no provision in meeting the standard.

NA - The standard does not apply to the agency. Explain under "comments."

Comments. Just as not all of the standards necessarily apply to all agencies, not all activities of a particular agency are necessarily covered by certain standards. The space provided under *Comments* should be used to note any important feature or characteristic of the agency's activities relating to the subject but not explained by the standard or rating. Such notations may be supplemented, if necessary, by supporting data attached to the end of the Section, and by cross-references to other sections of this *Self-Study and Evaluation Guide*. Other comments to explain the agency's rating may also be included here.

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SELF-STUDY AND EVALUATION GUIDE

SECTION D-4, WORKSHOP SERVICES

1976 Edition

This section of the *SELF-STUDY AND EVALUATION GUIDE* is designed for use in conjunction with the other sections listed below.* Any agency undertaking a self-study will need the first seven sections listed below plus all *D* sections pertaining to the agency's services, an *E* form for each administrative, professional and technical staff member and the evaluation summary and report section.

The guides may be ordered in separate sections according to each agency's needs from the National Accreditation Council for Agencies Serving the Blind and Visually Handicapped, 79 Madison Avenue, New York, New York 10016.

SELF-STUDY AND EVALUATION GUIDE

Section	Title
A	Manual of Procedures
B	Agency and Community Profile
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D-3	Rehabilitation Centers
D-4	Workshop Services
D-5	Social Services
D-6	Vocational Services
D-7	Production of Reading Materials
E	Individual Staff Member Information Form
F	Evaluation Summary and Report

*A special guide is available for residential schools (*SELF-STUDY AND EVALUATION GUIDE FOR RESIDENTIAL SCHOOLS*).

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The review and revision of the standards for Workshop Services has involved the efforts of many interested persons and organizations.

It would be impossible to mention by name here all who took part in the preparation of the new standards for workshop services. The standards could not have been so effectively revised without the ideas and experience of all participants, and NAC is grateful to each one.

Special mention should be made, however, of the cooperation of the members of the General Council of Workshops for the Blind, and the assistance of the National Industries for the Blind.

Also greatly appreciated was the initiative and conscientious efforts of accredited and non-accredited workshops, and members of the American Council of the Blind and the Blinded Veterans Association.

These standards were approved for use in accreditation by the Commission on Standards in March, 1976, after consideration of all suggestions that had been received.

Great credit is due the technical committee chaired by Rudolph Elmer, executive director of The Lighthouse for the Blind, Seattle, Washington. It was the committee's job to update this self-study and evaluation guide based on past experience with the standards, developments in the field, and suggestions from knowledgeable individuals and groups. The committee has rendered a distinguished service that demonstrates the commitment to high quality by workshops serving blind and visually handicapped men and women.

D-4
WORKSHOP SERVICES

INTRODUCTION

The Standards for Workshop Services were developed originally by the ad hoc Commission on Standards and Accreditation of Services for the Blind (COMSTAC) in 1966. This was a pioneering effort to improve services for blind persons by formulating national standards, based on "best practice," for use in process of accreditation through the National Accreditation Council (NAC). The first edition of the *Self-Study and Evaluation Guide* for use in applying the standards was published in 1968.

Being based on a consensus of what is considered "best practice" in the field, NAC standards are practical rather than theoretical. They are intended to assist agencies in developing sound management and effective forms of service delivery. When conscientiously applied, they serve as quality controls to safeguard the persons receiving services and the funds being expended to provide services. They are intended to be reasonably attainable and are neither the ideal nor the optimum. At the same time, they are meant to offer stimulation for improvement. Finally, they are designed to encourage assessment of the results of efforts to accomplish the agency's stated philosophy of service and program objectives.

The revision of this set of standards has been undertaken at this time in recognition of their wide use and with the active participation of persons and groups from the entire field of blindness and related fields.

These revised standards for workshop services reflect significant developments in the field of workshops since the standards were originally formulated. Passage of legislation such as the amendments to the Wagner-O'Day Act, the Rehabilitation Act of 1973, the Occupational Safety and Health Act and the Fair Labor Standards Act, as amended have had important impacts. The revisions relate to the needs of special populations such as aged persons and the ever increasing number of blind persons with additional handicaps for whom workshop services are relevant. They deal with the importance of making the workshop a safe and pleasant place to work. The involvement of the persons served in workshop decision-making is stressed. Planning and evaluation of workshop performance are emphasized.

The standards begin with a *Planning* section which stresses the value of ongoing planning based on broad participation and program evaluation. This section identifies the main administrative

characteristics of the workshop. It is followed by *Workshop Service Personnel*, the section which lists the personnel employed in order to achieve workshop goals and objectives. Next, the *Service Program* section discusses various workshop services that may be provided such as work adjustment, training and extended employment including work activities center programs. The *Business Practices* section includes standards pertaining to the basic principles utilized to insure that the workshop is conducted in a manner consistent with sound management practices. Finally, the *Evaluation* section furnishes a basis for assessing the extent to which the objectives of the workshop program are achieved. The results of these assessments are fed back into the planning cycle and furnish a basis for continuous strengthening of the workshop services program.

THE STANDARDS

1. PLANNING FOR WORKSHOP SERVICES

( ) 1.1 PHILOSOPHY. The agency's workshop services are consistent with its statement of philosophy of service and program objectives as approved by its governing body or other appropriate authority.

Comments:

( ) 1.2 PURPOSE. The workshop services program is designed to provide work-related experiences and services, which are not readily available in competitive employment and may include:

( ) 1.2.1 Work adjustment, training, transitional or interim employment intended to enable the person served to become ready for competitive employment or to obtain further training leading to employment;

( ) 1.2.2 Remunerative employment for an indefinite period (extended employment); and

( ) 1.2.3 Remunerative work activities for the more severely disabled (work activities center programs).

Comments:

( ) 1.3 PERSONS SERVED. The agency identifies a population or populations eligible for its workshop services.

( ) 1.3.1 The persons served by the workshop meet the following definition of blindness: visual acuity not to exceed 20/200 in the better eye with correction, or visual acuity greater than 20/200 but with a limitation in the field of vision such that the widest diameter of the visual fields subtends an angle no greater than 20 degrees.

( ) 1.3.2 Youths, elderly persons and severely disabled people who are blind are given priority for service.

( ) 1.3.3 During the fiscal year the workshop employs blind individuals for not less than 75 percent of the man-hours of direct labor required for the production or provision of the commodities or services.

( ) 1.3.3.1 Visually impaired and other disabled persons are given priority for performing the remaining 25 percent of the direct labor hours in the workshop.

Comments:

( ) 1.4 PARTICIPATION IN PLANNING. Planning for workshop services includes the agency's governing body and staff, persons served, interested public and community groups and concerned citizens.

( ) 1.4.1 The workshop or parent organization seeks to develop effective working relations with community organizations, including health, rehabilitation and welfare agencies.

( ) 1.4.1.1 The workshop or parent organization is a member of the local community planning council and has an association with at least one local business, labor or professional organization.

Comments:

( ) 1.5 STRUCTURE. The structure, organization and administration of workshop services meet relevant NAC standards for Agency Function and Structure, Accounting for Services and Finances, Personnel Administration and Volunteer Service, Physical Facilities, and Public Relations and Fund Raising.

( ) 1.5.1 The agency's organizational chart and job descriptions indicate the status and location of workshop services and personnel and their relationships to other functions with the agency.

( ) 1.5.2 Provisions are made for related activities, including program planning and evaluation, staff development, medical consultation, affirmative action and equal employment opportunity.

Comments:

( ) 1.6 PRINCIPLES OF SERVICE. The agency applies its established policies regarding fees, confidentiality and nondiscrimination in the operation of its workshop services.

( ) 1.6.1 The agency's policy regarding fees provides that no fee is charged to persons for employment services received in the workshop.

Comments:

( ) 1.7 ADMINISTRATION OF THE WORKSHOP SERVICE PROGRAM. All workshop services needed to assure gainful employment are provided either directly by the agency or by purchase of service, referral, or in combination.

( ) 1.7.1 Medical, personal, social, vocational and other services which might affect the success of the workshop experience are available.

( ) 1.7.1.1 Services provided within the agency are conducted by qualified personnel who receive appropriate supervision and in-service training and have the necessary facilities for offering flexible and individualized service.

( ) 1.7.1.2 When a service is provided by a resource other than the workshop, that service meets appropriate standards as evidenced by certification, license, accreditation or other means.

( ) 1.7.2 Significant decisions affecting the provision of workshop services are made with the participation of the persons served.

( ) 1.7.3 The agency maintains service records and production records for each individual served.

( ) 1.7.3.1 The confidential service record includes: intake information (e.g., visual and other medical, psychological, vocational, social or other pertinent referral information); on-going progress evaluation for each service; and placement or other termination results including a report of the annual evaluation for outside employment or other services.

( ) 1.7.3.2 The production record contains: hours worked, work performed and statements regarding work performed, wage rates and other pertinent work-related information.

( ) 1.7.4 The physical setting of a workshop meets applicable standards and provides a safe and healthy work setting for persons served, including the most severely disabled.

Comments:

2. WORKSHOP SERVICE PERSONNEL

( ) 2.1 PROVISION OF WORKSHOP SERVICES. Workshop services are provided by directors, managers, foremen, trainers, and collaborative personnel.

Comments:

( ) 2.2 ATTITUDES OF STAFF. Workshop service personnel possess respect for the dignity of the individual, motivation for helping, as well as knowledge and skills for assisting an individual to find personal and other resources which can be used to achieve a successful workshop experience.

Comments:

( ) 2.3 QUALIFICATIONS OF STAFF. Workshop services personnel perform specific assignments to enable the workshop to achieve its goals and objectives.

( ) 2.3.1 The *workshop director* is the general manager of the workshop and has the following duties and qualifications:

Duties include planning and organizing the workshop structure, building an efficient staff team, working with the appropriate authorities, achieving program and fiscal accountability, utilizing and developing community resources and managing an efficient business unit.

Qualifications include a bachelor's degree from an accredited college and eight years of employment with at least four years of experience in administrative work directing professional, technical, or supervisory personnel.

Two years of supervisory experience may be substituted for each year of education beyond the high school level, provided that at least half of this experience is in a supervisory position in a workshop for the blind.

Graduate training may be substituted for up to three years of experience exclusive of the administrative experience. A master's degree in business administration, industrial administration or one of the helping professions may be accepted as equivalent to one year of administrative experience.

( ) 2.3.2 The *plant managers* or *production superintendents* of the workshop have the following duties and qualifications:

Duties include direct management of the workshop as a unit, mastery of the technical aspects of manufacturing the workshop product(s), assisting foremen and staff through supervision and support to insure that the workshop achieves the objectives of persons served, insuring that appropriate business records for the workshop and individual files for persons served are maintained.

Qualifications include high school education plus two years of college or equivalent education in a recognized program of technical training, and five years of employment in regular industry or in workshops, including at least two years of supervisory experience.

Two years of supervisory experience may be substituted for each year of education beyond the tenth grade level.

Additional college education may be substituted on a year-for-year basis for up to two years of experience, excluding the supervisory experience.

( ) 2.3.3 The *workshop foreman or production department supervisor* has the following duties and qualifications:

Duties include supervising persons served and assuring production and quality control.

Qualifications include a high school education and four years of employment in regular industry or in workshops including at least one year of work experience in the type of operations to be supervised in the workshop.

Up to three years of any combination of additional education or business experience may be substituted for either the educational or experience qualifications.

( ) 2.3.4 The *workshop trainer* within the workshop has the following duties and qualifications:

Duties include providing for work adjustment and vocational training for the persons served in the workshop, and evaluating individual work performance and progress.

Qualifications include high school graduation and two years of employment in regular industry including knowledge of and ability to provide instruction in the type of operations to be taught in the workshop.

Up to two years of any combination of additional education or business experience may be substituted for either the educational or experience qualifications.

( ) 2.3.5 *Collaborative Personnel.* Various other personnel are utilized to provide a range of services to insure that the person served in the workshop achieves the goals of his individualized written rehabilitation program.

( ) 2.3.5.1 Collaborative personnel include those appropriately qualified specialists who assist with vocational, social, emotional, educational, medical or other factors which relate to workshop performance and adjustment.

Comments:

3. SERVICE PROGRAM

( ) 3.1 FUNCTION. Workshop services encompass one or more of the following functions: (Check those functions which are included) vocational evaluation ____, work adjustment ____, training ____, transitional employment ____, extended employment ____, work activities center programs ____.

( ) 3.1.1 The *vocational evaluation* service is a diagnostic program to determine the vocational strengths and weaknesses of the blind person being served.

( ) 3.1.1.1 If this evaluation is performed using goods or services produced for sale, the person in vocational evaluation is paid in accordance with applicable governmental standards.

( ) 3.1.2 The *work adjustment* service is for the purpose of developing and maintaining those individual capacities necessary to pursue an optimal level of vocational development.

( ) 3.1.2.1 The service includes one or more of the following components: work experience, work conditioning, work tolerance and other activities designed to foster the acquisition of prevocational skills to prepare one for training, placement, transitional or extended workshop employment or work activities center programs.

( ) 3.1.3 The *vocational training* service provides instruction in vocational skills for competitive employment or offers training in skills specific to the workshop's transitional employment, extended employment or work activities center programs.

( ) 3.1.4 The *transitional employment* service offers remunerative employment on a temporary basis until the person served is ready for competitive employment.

( ) 3.1.5 The *extended employment* service provides remunerative employment on an indefinite basis.

( ) 3.1.6 The *work activities center* program is a separate function which provides remunerative employment-type activities for persons who are so seriously handicapped as to make their productive capacity inconsequential, based on criteria as specified by the U.S. Department of Labor regulations.

( ) 3.1.6.1 Supervision of the work activities center program is provided by one full-time person, or by a person who provides supervision in the work activities center program and other programs providing that the supervision is in significant blocks of time and a specific schedule is followed.

( ) 3.1.6.2 The work activities center program is physically separated from other workshop programs by aisles, partitions, separate floors or buildings.

Comments:

( ) 3.2 COMMON CHARACTERISTICS. Certain characteristics common to all types of workshop functions include:

( ) 3.2.1 Responsibility for providing workshop services is assigned to qualified personnel.

( ) 3.2.2 Liaison is maintained by workshop personnel with other workshop and agency functions.

( ) 3.2.3 Each function endeavors to prepare the person served for placement in competitive industry whenever feasible.

Comments:

( ) 3.3 CHARACTERISTICS OF WORK ADJUSTMENT AND TRAINING SERVICES. The person served in the workshop for purposes of work adjustment or training receives financial assistance adequate to meet daily living requirements either through his own resources, the referral agency or other resources, the parent agency or the shop itself or in combination.

Comments:

( ) 3.4 CHARACTERISTICS OF THE TRANSITIONAL, EXTENDED EMPLOYMENT AND WORK ACTIVITIES CENTER SERVICES. These services include:

( ) 3.4.1 The persons served in transitional, extended employment or in work activity centers receive compensation in accordance with applicable wage and hour standards.

( ) 3.4.2 A workshop personnel manual (see 4.9) is available for each person served.

( ) 3.4.3 All persons served receive equivalent treatment regardless of visual handicap or other disability.

( ) 3.4.4 Personnel practices are consistent with those which govern workers in the community performing similar work based on accepted standards of private industry or government.

( ) 3.4.5 Full-time or part-time employment is offered based upon individual needs or circumstances.

Comments:

( ) 3.5 EVALUATION FOR PLACEMENT IN THE WORKSHOP. Relevant factors are evaluated in order to insure that placement in the workshop for either work adjustment, training, transitional or extended employment or the work activity center is suitable and based on an individualized written rehabilitation program planned with the participation of the person to be served.

( ) 3.5.1 The workshop obtains pre-admission data including visual and other medical evaluations, a vocational evaluation when available, and all other pertinent data.

( ) 3.5.1.1 The visual evaluation is based upon a current ophthalmological or optometric examination.

( ) 3.5.1.2 A pre-admission vocational evaluation when available is obtained to determine whether the person can be expected to benefit from the workshop's services.

Comments:

( ) 3.6 RELATED SERVICES. The workshop provides related services to persons served. These services are provided (as indicated) by qualified staff at intake, at the annual review or at other times, and are arranged for either directly or through purchase of service, referral or in combination, and include:

( ) 3.6.1 Psychological or psychiatric services for assessment or treatment of intellectual and emotional factors relative to achieving the individual's workshop objective;

( ) 3.6.2 Personal and social services, for housing, financial, family, recreation, or educational needs;

( ) 3.6.3 Vocational services pertaining to the individual's rehabilitation plans;

( ) 3.6.4 Personal training in the areas of orientation and mobility, activities of daily living and communication skills;

( ) 3.6.5 Medical services including comprehensive low vision aid services.

( ) 3.6.6 Written reports are obtained which include an appraisal of the person's functioning in each of the above services provided, as well as recommendations regarding additional services that may assist the person to reach a level of maximum functioning.

Comments:

( ) 3.7 PLANNING WITH STATE VOCATIONAL SERVICE AGENCY. The workshop evaluates each person served at least annually and refers those persons it considers eligible for services or employment outside the workshop.

( ) 3.7.1 A written record of this evaluation is made in the confidential service record of the person served.

( ) 3.7.2 When the person served is placed in regular industry, the opportunity of returning to the previous position in the workshop is guaranteed for a period of 30 days, and priority for reemployment in the workshop is assured for a period of 90 days, in the event of loss of the job in regular industry.

Comments:

4. BUSINESS PRACTICES

( ) 4.1 BUSINESS POLICIES. The workshop maintains high ethical standards in the conduct of its purchasing, contract work, sales, and other business practices.

( ) 4.1.1 Broad competition is sought in the purchase of raw materials and components it uses.

( ) 4.1.2 Pricing of contract work is carefully and realistically computed and is submitted only for work which the workshop is capable of handling.

( ) 4.1.3 All overhead burden is included in determining the charges for work performed.

( ) 4.1.4 Sales practices for the workshop's products and services (e.g., pricing, overhead, commissions) are consistent with the prevailing practices for such products and services in the areas where they exist.

( ) 4.1.5 Subcontract prices and selling prices of manufactured items are reviewed in relation to costs frequently and at least semi-annually.

( ) 4.1.6 When the workshop uses outside sales outlets, it obtains adequate assurance that these outlets will sell its products in an ethical manner and on a competitive basis.

( ) 4.1.7 Workshop services and products are advertised and presented in a manner that assures that the image of persons served by the workshop is not exploited.

( ) 4.1.8 The workshop seeks increasingly sophisticated and remunerative work to expand the training and employment opportunities for persons served.

Comments:

( ) 4.2 WORK POLICIES. The workshop seeks to achieve maximum efficiency consistent with the rehabilitation objectives of persons served.

( ) 4.2.1 When a subsidy for the operation of the workshop is necessary, it relates to the severity of the disabilities of the persons served, and the comprehensiveness of the services offered.

( ) 4.2.2 The layout of work positions and the assignment of operations are planned to facilitate efficient flow of work and appropriate relationship of each operation to all other operations in its sequence with respect to the time required for its completion.

( ) 4.2.2.1 The organization of work embodies both an awareness of safe practices and the importance of time and motion economy.

( ) 4.2.3 Information concerning health and work tolerance of persons served is clearly communicated to supervisory personnel and is kept on file in the workshop.

Comments:

( ) 4.3 PRODUCT QUALITY. Workshop products and services are of good quality and meet applicable industrial or governmental standards.

( ) 4.3.1 There are written specifications for each article produced and service provided.

Comments:

( ) 4.4 WAGE AND HOUR PRACTICES. The workshop complies with government wage and hour regulations for its workers.

( ) 4.4.1 The workshop has current certificates from the Wage and Hour Division, U.S. Department of Labor, and where applicable from the appropriate state agency, specifying the conditions under which persons served may be paid wages less than the statutory minimum.

( ) 4.4.2 The workshop displays a Wage and Hour Sheltered Workshop poster in a conspicuous place (as distinguished from the certificate).

( ) 4.4.3 All workers subject to wage and hour laws are paid at least the applicable certificate minimums and overtime pay as provided by law.

( ) 4.4.4 The workshop complies with the minimum wage laws and has proof of age for persons served under age nineteen.

( ) 4.4.5 The workshop maintains the following data in the payroll records for each person served and for each workshop employee where applicable:

( ) 4.4.5.1 Name, home address, date of birth, social security number, and job classification.

( ) 4.4.5.2 Regular rate of pay for any week in which overtime is due.

( ) 4.4.5.3 Hours worked each work day and work week.

( ) 4.4.5.4 Total daily and weekly straight-time earnings.

( ) 4.4.5.5 Total overtime pay for the week.

( ) 4.4.5.6 Itemized additions to or deductions from wages paid each pay period.

( ) 4.4.5.7 Total wages paid each pay period.

( ) 4.4.5.8 Date of payment and pay period covered by payment.

( ) 4.4.5.9 Identification of persons served and workshop employees on the payroll.

( ) 4.4.6 The workshop preserves payroll records and copies of certificates for a period required to satisfy federal and, where applicable, state regulations. Supplemental payroll records are maintained for at least two years.

( ) 4.4.7 The workshop records show the actions taken to correct any violations called to its attention by the Wage and Hour Division or other government agency.

Comments:

( ) 4.5 WAGE SCALES. The workshop pays wage rates commensurate with those paid for similar types and amounts of work by local commercial and industrial establishments maintaining approved labor standards.

( ) 4.5.1 Wage scales are reviewed on a continuous basis but not less than semi-annually for this purpose.

( ) 4.5.2 For each person served paid at piece rates, or whose productivity can be measured, a continuing production record is maintained.

( ) 4.5.3 For other persons served, the records contain at least a semi-annual evaluation of work performance in relation to earnings. If there has been no increase in the hourly rate within the past two years, the records contain an explanation.

( ) 4.5.4 For all persons in vocational evaluation or training, wage rates are reviewed on a continuous basis and at least quarterly.

( ) 4.5.4.1 If the vocational evaluation or training is performed on goods or services provided for sale, then the person served receives wages in accordance with applicable governmental standards.

( ) 4.5.5 For each type of work performed, the workshop maintains detailed records by source reflecting the best information available as to normal productivity levels of workers in the competitive labor market.

( ) 4.5.6 The workshop maintains records, reviewed at least annually, of local prevailing wage rates in industry for the same or similar types of work as done in the workshop, or if not readily available, for work requiring a similar level of skill.

( ) 4.5.6.1 The records show the dates and sources of the information.

( ) 4.5.7 The foregoing information is used in setting and paying individual wage rates.

Comments:

( ) 4.6 FORM OF PAYMENT. Remuneration is by check or in cash, and not in kind.

( ) 4.6.1 Each person served receives a written statement for each pay period specifying his gross pay, hours worked and individual deductions.

( ) 4.6.2 Such statement lists actual earnings, wage supplements, and any changes in the basis or method of payment.

Comments:

( ) 4.7 CHARGE TO WORKERS. If the person served elects to purchase optional services (such as room or board) at standard published fees, payroll deductions are made only with the person's written authorization.

Comments:

( ) 4.8 FRINGE BENEFITS. The workshop pays for fringe benefits for each eligible person served consistent with prevailing personnel practices in commercial and industrial establishments maintaining approved labor practices, including Old Age and Survivors benefits, Disability Insurance, Unemployment Compensation and Workman's Compensation or equivalent.

( ) 4.8.1 Additional fringe benefits include at least four of the following six:

( ) 4.8.1.1 Health and hospitalization insurance.

( ) 4.8.1.2 Seven paid holidays per year.

( ) 4.8.1.3 Ten days paid vacation per year.

( ) 4.8.1.4 Ten days paid sick leave per year.

( ) 4.8.1.5 At least $1,000 group life insurance.

( ) 4.8.1.6 Supplemental retirement program.

( ) 4.8.2 The rate of pay for vacations, holidays and sick leave is equal to average earnings over a recent period of reasonable duration.

( ) 4.8.3 Vacation and sick leave for persons on part-time is computed on an accrual basis.

( ) 4.8.4 Holiday pay for persons on part-time is paid if person is available and eligible to work.

( ) 4.8.5 Employment for one thousand hours or more per year, or as specified in federal law, qualifies the person served for inclusion in insurance and retirement benefits.

Comments:

( ) 4.9 RIGHTS AND BENEFITS OF PERSONS SERVED. The workshop personnel manual, prepared by the workshop and distributed to all its persons served, outlines the conditions, benefits and responsibilities of employment, and includes written statements noting that:

( ) 4.9.1 The workshop complies with federal laws and regulations governing affirmative action employment whenever applicable and compensation is commensurate with non-handicapped workers.

( ) 4.9.2 The workshop does not discriminate with regard to employment, promotion, pay or type of work because of handicap, age, race, sex, creed or national origin.

( ) 4.9.3 The workshop assures that elections are held at regular intervals for the election of a representative committee of persons served elected by their peers.

( ) 4.9.4 Management meets regularly with the representative committee of persons served to discuss matters of mutual interest including:

( ) 4.9.4.1 Information for persons served concerning those aspects of workshop operations and plans which bear on their welfare.

( ) 4.9.4.2 Enlisting the informed cooperation of the persons served toward achieving efficient use of the resources of the workshop in their best interest.

( ) 4.9.4.3 Receiving the suggestions of persons served and responding to their questions.

( ) 4.9.5 There is a written procedure based upon due process for persons served who disagree with management decisions, by which they are assured an opportunity for a fair hearing, and for appeal to an impartial board.

Comments:

5. EVALUATION

( ) 5.1 PURPOSE. The agency's workshop services are evaluated through an established system to assess results in accomplishing its goals and priorities consistent with its

statement of philosophy and the objectives of its workshop services.

Comments:

( ) 5.2 SCOPE OF EVALUATION. Program evaluation is an on-going part of workshop services, beginning with planning and including all services, business practices and factors related to achieving effective use of the workshop by the persons served.

Comments:

( ) 5.3 PARTICIPATION IN EVALUATION. Representatives of the governing body, or other appropriate authority, director, manager, foremen, trainers, collaborative personnel, as indicated, and the representative committee of persons served participate in the evaluation of the workshop services program.

( ) 5.3.1 Interested public and community groups and concerned citizens participate appropriately in the evaluation as well as other persons not directly involved in the workshop services program.

Comments:

( ) 5.4 FREQUENCY OF EVALUATION. Evaluations are conducted on a regularly scheduled basis and summarized in the annual report.

Comments:

( ) 5.5 WORKSHOP CHECKLIST OF PERFORMANCE. Evaluations are conducted to assess a number of significant factors such as the extent to which (check those that apply):

___ The person served is involved in all significant decisions pertaining to the services he utilizes;

___ The target population is served with priority services provided for the most severely disabled;

___ Effective and efficient workshop services are available to achieve work adjustment, training, extended employment or work activities as needed, by the person served;

___ The decision to place a person in a specific workshop program is based on an individualized written rehabilitation program;

___ Collaborative services are provided as needed and contribute to the achievement of the individual's objective;

___ The agency has maintained a current assessment of all relevant factors in comparable private industry to insure that the workshop is adhering to proper practices in the workshop regarding wages, fringe benefits, personnel policies and product prices and quality;

___ The agency's workshop is in compliance with the terms of its exemption certificates and other regulations of the U.S. Department of Labor;

___ The needs of each person served in the workshop are regularly assessed to insure that the appropriate services are being provided either directly, by purchase of service, referral, or in combination;

___ The workshop maintains provisions, either within its parent organization or through cooperative agreement with appropriate community services, for the placement in regular industry of any person served who may qualify for and desire such placement;

___ Persons served are informed of the availability of such services for placement in competitive industry;

___ The layout of work positions and the assignment of operations are so planned as to allow for efficient flow of work and appropriate relationship of each operation to all other operations;

___ The quality of workshop products meets competitive industrial standards;

___ The workshop seeks business on a fair and competitive basis;

___ The workshop pays wage rates commensurate with those paid for similar types and amounts of work by local commercial and industrial establishments maintaining approved labor standards;

___ Responsibility for providing workshop service is assigned to qualified personnel;

___ Service records and production records are maintained by the workshop for each person served;

___ The workshop regularly provides for the election by their peers of a representative committee of persons served.

___ Other (describe).

Comments:

( ) 5.6 PROGRAM PLANNING. Strengths, weaknesses and other evaluation findings are systematically integrated into the agency planning and budgeting cycle.

Comments:

PROGRAMMING FOR IMPROVEMENT

It is desirable for agencies to develop plans for improving workshop services. Such planning usually flows from the ongoing evaluation in a continuous cycle of planning, implementation and assessment. The strengths and weaknesses uncovered through the self-study and evaluation process can assist in the development of a timetable for effecting further improvements. Participants in the planning include governing body, staff and persons served, as well as other concerned individuals and community groups.

The following six questions are designed to permit the agency to describe its program for evaluation and improvement of the agency. The questions are also designed to help the Commission on Accreditation evaluate the agency in terms of one of the Commission's governing principles: "If deficiencies exist, the agency is willing to remedy them, and gives evidence of being capable of effecting the needed remedies within a reasonable period of time."

It should be borne in mind that the principles of evaluation and planning for improvement apply equally to weaker as well as stronger areas of workshop services. The questions that follow should be answered by indicating both: (a) specific plans for improvement where the standards presently are not met; and (b) further improvements planned where the standards presently are met.

1. What improvements were made in the previous agency fiscal year?

2. What improvements are under way in the present agency fiscal year?

3. What improvements are definitely planned for the succeeding agency fiscal year?

4. What improvements are contemplated in agency long-range planning?

5. How are these improvements related to the ongoing planning and evaluation processes of the agency?

6. How have the agency's workshop services affected the quality of its programs and services upon the persons served?

Name of Agency _____ Date _____

Committee Chairman _____

Name _____ Signature _____

Name _____ Signature _____

Name _____ Signature _____

Name _____ Signature _____

Name _____ Signature _____

SELECTED REFERENCES

DOCUMENTS

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Materials Development Center. *Observation and Client Evaluation in Workshops, a Guide and a Manual.* Department of Rehabilitation and Manpower Services, University of Wisconsin - Stout, Menomonie, Wisconsin.

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_____. *Interpretative Bulletin (29 CFR Part 776).* General Coverage of the Wage and Hour Provisions of the Fair Labor Standards Act of 1938 (Revised).

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_____. *Regulations (29 CFR Part 525).* Employment of Handicapped Clients in Sheltered Workshops (May 17, 1974).

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_____. *Regulations (29 CFR Part 541).* Defining and Delimiting the Terms "Any Employee Employed in a Bona Fide Executive, Administrative, or Professional Capacity. . . , or in the Capacity of Outside Salesman."

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